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1	UNITED STATES DISTRICT COURT			
2	SOUTHERN DISTRICT OF OHIO WESTERN DIVISION			
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4	BUREAU OF CONSUMER FINANCIAL PROTECTION,		Case No. 1:21-cv-262	
5			Telephone Status Conference	
6	Plaintiff,			
7	- v - FIFTH THIRD BANK, N.A.,		Friday, March 25, 2022 3:45 p.m.	
8	Defendant.	:	Cincinnati, Ohio	
9	TRANSCRIPT OF PROCEEDINGS			
10	BEFORE THE HONORABLE DOUGLAS R. COLE, DISTRICT JUDGE			
11	For the Plaintiff:	For the Plaintiff: BARRY REIFERSON, ESQ.		
12		140 East 45		
13		New York, N MEGHAN S. C	CATER, ESQ.	
14			nancial Protection Bureau	
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21	Law Clerk:	Jacob T. Denz, Esq.		
22	Courtroom Deputy:	Scott M. Lang		
23			ceato, RMR, CRR	
24		Southern Di	art U.S. Courthouse strict of Ohio	
25		100 East Fi Cincinnati, 513.564.767	Ohio 45202	

## PROCEEDINGS 1 2 (In open court via telephone at 3:52 p.m.) 3 COURTROOM DEPUTY: This is Scott Lang with Judge 4 Cole's chambers. We're here for a telephone status conference 5 6 on case number 1:21-cv-262, Bureau of Consumer Financial 7 Protection versus Fifth Third Bank. 8 My apologies. Apparently, I put in the wrong security 9 code, and so people had trouble getting on so, hopefully, 10 everyone is on the call, but I'm going to take a roll. 11 Who do I have on the line for the plaintiff currently? 12 MR. SCHUNK: Jacob Schunk, with the Consumer 13 Financial Protection Bureau, along with Ms. Sherman Cater and Mr. Reiferson. 14 15 COURTROOM DEPUTY: Is that everyone we should have on there? 16 MR. SCHUNK: We can certainly start with the three of 17 18 us. 19 COURTROOM DEPUTY: What was your last name again? 20 MR. SCHUNK: Jacob Schunk, S-c-h-u-n-k. 21 COURTROOM DEPUTY: How about for defendant, Fifth 22 Third? 23 MR. SCARBOROUGH: This is Ryan Scarborough. 24 along with my cocounsel, Laurie Witek, and we have Chris 25 Garvey and Aaron Stucky, who are both in-house lawyers at

Fifth Third on as well.

COURTROOM DEPUTY: Okay. And for you guys, is everyone that we need on the call?

MR. SCARBOROUGH: Yes. Unfortunately, Mr. Villa is unable to participate. He tested positive for COVID today and is feeling under the weather, to put it mildly.

COURTROOM DEPUTY: Okay. Sorry to hear that. We'll go ahead to get started. We do have a court reporter, so we are recording this.

Two quick things before we get started. One, please mute your phones when you're not speaking; and, two, please identify yourselves before speaking.

Please hold for the Court.

THE COURT: Good afternoon, counsel.

MR. SCARBOROUGH: Good afternoon, Your Honor.

THE COURT: Mr. Scarborough, I believe we're here at your client's suggestion with regard to an emergency motion that you filed that, as the Court understands, it is directed at a survey that CFPB has sent out to some or all of the Fifth Third customers.

It's not clear to the Court how the determined email after [audio distortion] all those people, nor how widely the survey had gone out, but I will allow you to explicate your concerns more fully if you would like at this time.

MR. SCARBOROUGH: Thank you, Your Honor. I

appreciate that. Let me start by saying I'm truly sorry to bother the Court, particularly on a Friday afternoon, but we filed this motion, given the serious nature of the bureau's actions and the impact that it's having on Fifth Third's customers.

Yesterday afternoon, starting about late in the afternoon, around 3:00 or 4:00, the bank started receiving inquiries from customers who were receiving an email survey. They were confused by it. They didn't know if it was legitimate, or if it was coming from Fifth Third, and they clearly were uncertain as to what to do.

We took steps to assess what the situation was, and I reached out to Mr. Reiferson and the other counsel who had entered an appearance here for the bureau yesterday evening, shortly after 9:00, to ask them what was going on, and ask them if they could either confer with me that night or as early as possible this morning.

Ms. Witek and I followed up with calls to them this morning and didn't receive a call back. Did receive an email from Mr. Reiferson, of which followed a series of email exchanges, but he was unable or unwilling to get on with us and talk today.

The issue that we're dealing with, Your Honor, this really stems back to the August 2021 status conference where, if you will recall, the parties had disagreed over the scope

of discovery in this case.

At that time, the bureau had floated the idea -Mr. Reiferson had floated the idea of going beyond the data
for suspect accounts and actually contacting customers with
indicia of non-authorization. That would have been hundreds
of thousands of the bank's customers.

And Mr. Villa objected and said that doing so, that he couldn't imagine something that would be more prejudicial to the bank's relationships with its customers than an indiscriminate mailing to them.

After hearing further argument about how the Court should approach discovery, Your Honor indicated that the parties should proceed with sampling, and that that would set the stage for determining any additional discovery needs for this case.

And we came away from that conference with the understanding that the bureau was going to pick a sample, and that there wouldn't be a mass communication to the bank's customers without first consulting with the bank or the Court.

We tried to litigate this case on the merits, and to reach the merits, we filed our motion for judgment on the pleading. And over the past seven months, we've been giving the bureau information that they need to pick their sample. Seven months later, we're still waiting for the bureau to pick its sample.

The bureau, from our perspective, Your Honor, has been slow rolling the sampling process, while at the same time, evidently, now they've been planning an elaborate survey that bears all the hallmarks of a massive email campaign.

I don't know, at this point, Your Honor, how many people received the email. I don't know where they got the informa- -- the addresses to contact these customers.

I have a suspicion that what they have done is they made a request back in 2018 as part of their civil investigative demand to the bank that it provide contact information for millions of bank customers. The bank obviously had no choice but to comply with that at the time.

I suspect, but I don't know, that they utilized the contact information from that to make this -- to make what appears to be a mass mailing.

I don't know how many customers received the survey. I don't know what criteria was used to determine the recipients of the survey. I don't know where they got the customer information, much less how long the bureau has been developing this survey, how long the bureau's counsel has known about this survey, or why they didn't alert the Court or consult with us before putting out such a prejudicial survey.

At this point, Your Honor, we certainly would have been willing to postpone this hearing until Monday if the bureau would have disabled the survey and taken it down to at least

try to mitigate the harm that has occurred; but, barring that, we needed to go forward today because we believe that there needs to be immediate steps taken to try to rectify this.

And I understand that with it having already been sent out, it's difficult to un-ring a bell like that, but this is incredibly prejudicial. Everything from the way the questions were framed to the way it was set up, it's incredibly prejudicial.

And to do it knowing full well that we had objected to this in August of last year, and had established that this case was going to go forward with sampling before any other scope of discovery issues were going to be addressed, and to then see the bureau slow roll the sampling and take these steps has been not only incredibly disappointing but incredibly unfair.

All we want to do is litigate this case on the merits, and we have not been able to do that yet because of the actions that the bureau has taken.

THE COURT: Thank you, Mr. Scarborough. I don't know who is going to speak on CFPB's behalf, but I'd be interested in hearing your view on it now.

MR. SCHUNK: Thank you, Your Honor. And this is Jacob Schunk for the CFPB. The bureau takes issue with several of the premises underlying what Mr. Scarborough has just identified.

So I think, for present purposes, though, it's sufficient to focus on one, which is that the bureau had told the Court and Fifth Third that it was going to do this.

Specifically, in a joint status report from October 15th, the bureau said, "The bureau also intends to conduct extensive informal outreach to former employees and consumers during and without affecting the discovery period."

As Fifth Third is well aware, we've been contacting former employees. We know Fifth Third knows that because we gave them a list of former employees that we were going to contact, and they started contacting them.

So the fact that we were engaged in the same conduct that we said we were going to do, and they took no issue -- this is in October, so after August. They asked no questions. They didn't say we want a brief appearance. Nothing.

And now I think it's likely forgot about that, and is now coming to the Court with this urgency trying to get the Court to stop an agency, the federal government, from talking to consumers in an effort to prove its case.

It's unfounded. It's also -- the urgency is not on us, Your Honor. The urgency is on Fifth Third for not asking more questions then.

THE COURT: Do you have a docket entry for that, Mr. Schunk?

MR. SCHUNK: I don't have a docket entry, Your Honor.

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I think it was emailed from -- Mr. Scarborough signed it on
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      October 15, 2021. The certificate of service was from Krysta
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      Gumbiner, Your Honor.
               THE COURT: Do you know the documents about which
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      he's speaking, Mr. Scarborough?
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               MR. SCARBOROUGH: Your Honor, I assume what he's
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      referring to is some sort of a joint status report, that's
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      what he's described, but I have no specific -- at this time, I
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      don't have it in front of me.
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               THE COURT: Mr. Schunk, could you email what you just
      were referring to?
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               MR. SCHUNK: Excuse me, Your Honor?
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               THE COURT: Could you email the document to which you
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      were referring to the Court and to Mr. Scarborough?
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               MR. SCHUNK: Yes, Your Honor. Your Honor, I've
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      located the October status report that was filed.
               THE COURT: To what page are you referring to,
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      Mr. Schunk?
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               MR. SCHUNK: Page 15, Your Honor.
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               THE COURT: If someone could forward it to the Court
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      too so I could take a look at it, I'd appreciate it.
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           Do you see the reference he's making, Mr. Scarborough?
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               MR. SCARBOROUGH: I'm still looking, Your Honor.
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               THE COURT: Scott, can you forward it to me as soon
      as it comes into chambers?
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COURTROOM DEPUTY: Yes, Your Honor. 1 2 MR. SCARBOROUGH: I have it in front of me, Your 3 Honor. I've read it now. THE COURT: I still don't have it in front of me, so 4 5 I don't know who was going to email it to chambers, but I don't have it yet. 6 7 MR. SCHUNK: Sorry, Your Honor. This is Jacob 8 Schunk. I sent a copy to Mr. Lang and cc'd Mr. Scarborough. 9 THE COURT: Okay. Remind me, you said page 15, 10 Mr. Schunk? 11 MR. SCHUNK: Yes, Your Honor. The full paragraph 12 right after the bureau heading. THE COURT: Well, Mr. Scarborough, I see a sentence 13 14 that says it "still intends to conduct extensive informal 15 outreach to former employees and consumers during and without affecting the discovery period." Do you see that? 16 17 MR. SCARBOROUGH: Yes. I'm looking at that, Your 18 Honor. Can I address that? 19 THE COURT: Yes, you may. 20 MR. SCARBOROUGH: Thank you, Your Honor. Your Honor, 21 this is the height of what I would call the fine print defense 22 here. 23 This is a 26-page status report that was submitted by the 24 parties. This was submitted after the bureau already knew 25 that Fifth Third objected, and had lodged its objection to any sort of -- any sort of mass communication to customers.

And to point to this as a justification six months after -- five to six months after the fact is the height of fine print.

The bureau is an agency that's focused on preventing unfair, deceptive, abusive conduct. And they quite commonly point to fine print-type defenses as being unfair or deceptive or abusive, and that's exactly what's happening here.

Your Honor, the whole focus of our informal conferences over the past six or seven months has been on picking a sample; that the Court has made it clear that the sample was going to dictate and guide any additional scope of discovery that would be determined.

And so for it -- and the bureau pushed for far more accounts, far more than the 3,875 accounts that the Court ultimately indicated that the parties should proceed with.

So for the bureau to turn around -- the rest of discovery is stayed at this point. For the bureau to turn around and say we're working on a sample for 3,875, but we're going to send a mass email -- and, again, I don't know how many of these customers they sent the email to because they haven't told us, but it has all the hallmarks of a mass email.

And to turn around, after the Court has limited them to 3,875 accounts on a sample, and to send a survey like this to, I don't know if it's thousands, tens of thousands, hundreds of

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thousands or more, because we gave them millions of customer
contact information as part of their CI- -- in response to
their CID. For them to turn around and do this, knowing that
we had objected and say, aha, but you never objected a second
time.
    Your Honor, we don't have to object twice. We objected
the first time it came up. And so then to come around and
say, aha, but you didn't see it in the fine print, you didn't
catch us because you were responding and focusing on the
thrust of the discussions at the time, which was what is the
scope of discovery with sampling, what is the period that
should -- the case management schedule that should govern this
case, and you didn't see and object to a one-sentence
reference in a 26-page document, and that's the hook. That's
a --
         THE COURT: Well, Mr. Scarborough --
    [Indiscernible crosstalk.]
        MR. SCARBOROUGH: -- Your Honor, and that should not
be.
         THE COURT: Mr. Scarborough --
         MR. SCARBOROUGH: That should not be. Yes, Your
Honor.
         THE COURT: Mr. Scarborough, I appreciate what you're
        It seems to me it would have a little bit more
saying.
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persuasive effect if you didn't have the one paragraph

response to that very sentence, just to a different portion of it.

I mean, the sentence talks about informal outreach to former employees and consumers. I see your response -- the entire second paragraph of your response is, in fact, directed to that sentence, but it's just directed to the employee part. Am I missing something?

MR. SCARBOROUGH: It is directed to the employee part, Your Honor, because at that time, we were exchanging correspondence with Mr. Reiferson, who was indicating specifically that there were former employees that they wanted to contact.

And we were working with Mr. Reiferson to ensure that he could contact those folks without implicating any sort of privilege issues. There was no communication at that time from Mr. Reiferson that they were going to be contacting customers.

There was no -- the letters that were being exchanged were focused solely and exclusively on former employees. So that was the backdrop to this submission that was being made, because the letters that were being exchanged between Mr. Reiferson and my partner, Mr. Villa, were about former employees.

We had already objected -- in August, Your Honor, we had already objected to contacting customers on a mass basis like

this.

THE COURT: I see. All right. Well, so independent of any of this, I'm a little disappointed that CFPB would send out what appears to be a mass emailing without at least coordinating and giving -- I can only imagine that the folks at CFPB understood that this may result in a -- I don't know if deluge is the right word, but at least a substantial number of customer outreaches to Fifth Third.

To just kind of receive an email survey like this that's, you know, frankly got a lot of the hallmarks of spam, or phishing expeditions, or other things, so I'm a little surprised that CFPB would think it was a good idea to just reach out.

I am interested in knowing, Mr. Schunk, how many of these emails did you send out to Fifth Third clients?

MR. SCHUNK: Thanks, Your Honor. At this time, given the expedited nature of this, I'm just not able to answer questions regarding the work product of attorneys, which is what this is, Your Honor. We would need to go up the chain quite a ways to determine to what extent we're able to answer those questions.

I do have some reaction to Mr. Scarborough, if the Court would like to hear some of that, though, Your Honor?

THE COURT: Well, I'd first like an explanation as to why you can't answer the question I just asked.

MR. SCHUNK: Again, Your Honor, given the expedient time frame of this, we've not had the time yet to talk to our supervisors regarding the extent to which we are able and willing to disclose information regarding the government's litigation positions.

THE COURT: I see. Okay. What else would you like to say, Mr. Schunk?

MR. SCHUNK: Just very briefly, Your Honor. And, again, I won't belabor this, other than to say that we would disagree with, if not everything, but most everything Mr. Scarborough says.

Focus on the pertinent points, though. It is not the bureau's position that we are entitled to do this because of what we put in the status report.

We're entitled to do this because we're the Consumer Financial Protection Bureau litigating a case against an entity, and we are able to talk to consumers as part of that effort. And the cases cited here are all distinguishable for multiple reasons.

But the reason the sentence is important is because it demonstrates that there's no urgency to this. Fifth Third had noticed that we were going to do this but, to be clear, we don't rely on the sentence for doing it, "the right." We have the right.

The point of bringing the [audio distortion] to the

Court's attention that perhaps Fifth Third take an issue with this, they could have and should have done it before now, Your Honor. That's all.

THE COURT: I see. Well --

MR. SCARBOROUGH: Your Honor --

THE COURT: No, Mr. Scarborough.

Let me be clear. I will give CFPB an opportunity to respond to the motion that's been filed; but, in the interim, I am ordering that no further emails go out, and that the link be disabled so that people cannot answer the survey in the intervening time until the Court's got a better sense of what CFPB is willing to show the Court about its outreach effort here, and how broadly this may be impacting Fifth Third's relationships with its client.

I think it was a poor choice to reach out in a manner that looks to the Court to be designed to create a wedge between Fifth Third and its customers, without having at least discussed with Fifth Third how such a survey could be done, who might be appropriate recipients, and various other aspects of the survey.

You know, this is litigation, but I understand there's, you know, team A and team B, but that doesn't mean that parties can't work together collectively during the discovery process to avoid surprises like the types of surprises coming up as a result of this what may be or may not be mass email

and, apparently, I'm not entitled to know the answer to that question.

But, you know, I just want to be very clear I want it to stop until the Court's had an opportunity to review whatever additional information CFPB sees fit to provide.

Any questions about that, Mr. Schunk?

MR. REIFERSON: Your Honor, this is Barry Reiferson.

I'm sorry, a little background noise. I'm about to board a plane.

I did want to respond a little bit. I don't want the Court to come away with the idea that we're not willing to answer the Court's questions, as Mr. Schunk described.

What we're being asked to disclose is attorney work product, and it's difficult for any party, including a government agency, to do that without authorization to do that.

And, you know, when Mr. Scarborough says this was discussed and they objected, you may recall that it was objected to in the context of the joint effort.

We said -- we had asked in, you know, pre-litigation discussions if Fifth Third would be willing to join the bureau and reach out to hundreds of thousands of consumers in a joint effort to find the facts. They said no. But that doesn't mean that the bureau can't do its job in preparing for litigation without Fifth Third's help. And that's where we

are.

I take the Court's point that, you know, it's always best if the parties speak repeatedly, and we do speak repeatedly; but, you know, Fifth Third has indicated it's not willing to work with us.

We've asked Fifth Third for phone numbers of employees or former employees that we could contact. They've refused to give us phone numbers to allow us to do our job. So they don't work with us, and so we're left to do the job on our own, without its help.

In hindsight, perhaps it would have been better to make one last effort, but we didn't do that and this is where we are.

I can say the outreach scope or volume was, so far, significantly lower than the hundreds of thousands that we spoke about as far as a potential joint effort.

THE COURT: I'm pleased to hear that, Mr. Reiferson.

I mean, I'm a little bit surprised to hear Mr. Schunk's

apparent view that, I think he said we're the CFPB so,

essentially, we can do whatever we want.

I assume, Mr. Reiferson, that you wouldn't contend that the CFPB could just pick some bank that it wanted to destroy all the customer relationships with and just send out mass mailings to that bank's customers encouraging them to move elsewhere, right? I assume --

MR. REIFERSON: I would agree that the bureau would not -- the bureau would not attempt to simply pick a bank and destroy its customer relationship, and we haven't done that here.

THE COURT: Well, but I didn't hear a lot of boundaries around Mr. Schunk's claim that we're the CFPB so we can do what we want to.

That may well be the case. It's not going to be the case in this litigation so, you know, I would encourage everybody to be a little more careful with regard to things like this.

I mean, put yourself, Mr. Reiferson, in the position of the bank, who all of a sudden has got a bunch of customers calling about what looks like -- honestly, when I look at these emails, they look like phishing emails of some kind, and asking questions about emails that they know nothing about.

I mean, certainly you can understand that may not be a very comfortable position for the bank's officer to be in.

MR. REIFERSON: I understand, Your Honor. As I said, in hindsight, we may have done it differently. You know, Your Honor touched on something the last time we spoke, and that is, you know, the parties, including the attorneys, have drifted apart and have kind of become, you know, perhaps overly adversarial.

That was not our goal here; but, you know, we do have a history with this bank in this litigation. As I said, we

asked them just give us phone numbers of people you've already spoken with, and they won't do that so, you know, we have to have -- we have to go find phone numbers.

So we don't -- the parties have drifted apart. The lawyers have become adversarial, and that's regrettable, and I regret it, and I'll try to do better to avoid it in the future. But that's the context in which this was done, and it was not intended to --

THE COURT: Well, to the extent you've got concerns and are getting into a tit-for-tat mode, you know, raise your concerns with the Court. I don't like this either direction.

If Fifth Third is making you incur a lot of costs to get data that they could easily provide you, I'm going to be not particularly favorably disposed towards that either, but I don't think that taking matters into your own hands is really the way to go about litigation, and it's unlikely to bring the parties more closely together.

You know, feel free, when you have disputes, to reach out to the Court, and the Court will try to do its best to try and help. But I don't want this to go on until I've got a lot more information about it, and so I want the effort shut down for now.

MR. REIFERSON: Understood, Your Honor. Your Honor, of course, you know, if the order the Court deems appropriate, the bureau would voluntarily, however, break the link,

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essentially. So my understanding is an email with a link to a
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      survey, we can replace that for those that have already been
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      sent out with a sentence, or something along the lines of,
      "This survey is closed. Thank you for your time." And we're
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      willing to do that without a Court order.
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               THE COURT: Mr. Scarborough, is that acceptable?
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               MR. SCARBOROUGH: Your Honor, when would this happen?
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      Because I'd want to make sure that this gets done as soon as
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      possible.
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               MR. REIFERSON: I believe the answer is as soon as
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      possible.
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           [Indiscernible crosstalk.]
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               MR. REIFERSON: Within minutes, I believe.
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               THE COURT: Okay. Go ahead, Mr. Scarborough.
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               MR. SCARBOROUGH: And, Your Honor, I do think it
      should be memorialized in an order in some fashion to note
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      that this is -- because, again, we're going to have -- after
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      the bureau responds, we're going to have to deal with this
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      more broadly in terms of any future outreach that is -- that
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      the bureau intends to make. And, Your Honor, I did want --
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               THE COURT: Mr. Scarborough, I would --
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               MR. SCARBOROUGH: -- to --
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               THE COURT: -- encourage you not to --
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           [Indiscernible crosstalk.]
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               MR. SCARBOROUGH: I'm sorry. That's fine,
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Your Honor. I appreciate it. I appreciate you taking the time and making the time for us on a Friday afternoon.

I know, from when I clerked, that I was never fond of getting emergency motions on a Friday afternoon.

THE COURT: The Court's always available, so that's not the problem. My point is just I think Mr. Reiferson has made a fairly reasonable offer to replace the link on the survey within, I believe he said minutes, with something that said, you know, "This survey is closed. Thank you." I think that's actually a pretty good resolution.

It will be reflected in the transcript from this call, a version of it will probably be reflected in the minute entry, but I don't know what you're trying to get through this order thing, but maybe you could help me understand it more fully.

MR. SCARBOROUGH: That's fine, Your Honor. I appreciate the time.

THE COURT: All right. So I think we've got it resolved. Mr. Reiferson, as I understand it, Mr. Scarborough has accepted your offer to have the link sort of, to use your phrase, broken. And are you anticipating responding, Mr. Reiferson, to the motion itself?

MR. REIFERSON: Yes, Your Honor.

THE COURT: Okay. Well, I will take the matter back up, then, once we have a response to the motion. Of course, Mr. Scarborough, you will have an opportunity to reply as

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well.
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           Anything else I can do at this juncture, Mr. Scarborough?
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               MR. SCARBOROUGH: No, Your Honor. Thank you very
 4
      much.
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               THE COURT: Thank you. Mr. Reiferson?
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               MR. REIFERSON: No, Your Honor. Thank you for your
 7
      patience.
               THE COURT: Yeah. And apologies for getting you at
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 9
      the airport, Mr. Reiferson. I know that's probably not what
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      you had planned for the afternoon, but --
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               MR. REIFERSON: I appreciate you making time.
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               THE COURT: Very good. Everybody have a good
      weekend. Bye.
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                (Proceedings concluded at 4:25 p.m.)
15
                  CERTIFICATE
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17
           I, M. SUE LOPREATO, RMR, CRR, certify that the foregoing
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      is a correct transcript from the record of proceedings in the
19
      above-entitled matter.
20
      /s/ M. Sue Lopreato
                                                 April 1, 2022
21
      M. SUE LOPREATO, RMR, CRR
      Official Court Reporter
22
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